

In 1921, the Utah State Board of Education has provided general oversight and policy direction to the Utah State Office of Rehabilitation (USOR). For many years, the main service offered by the USOR was Vocational Rehabilitation. Starting in the late 1950s, Congress and the Utah State Legislature increased the variety of services offered by the USOR to include the Division of Services to the Deaf and Hard of Hearing, and the Division of Services to the Blind and Visually Impaired. Services offered by the USOR are focused on assisting individuals to obtain employment and to increase their independence. Programs and services of the Utah State Office of Rehabilitation are provided to many individuals, agencies and organizations. Close cooperation between staff and consumers plays a significant part in the delivery of services. Focus groups have identified this relationship as the key factor in assisting consumers to meet their goals. Each year, seven advisory councils composed of individuals with disabilities provide input and guidance to the agency on policy, procedures and services. The Utah State Office of Rehabilitation has established working relationships with the Department of Workforce Services, mental health agencies, and other entities. The development of these cooperative efforts is a high priority for the agency and has proven to be beneficial in meeting the needs of consumers. In spite of the challenges faced by the USOR this last year, the agency has continued to provide services for and obtain employment for consumers.

### UTAH STATE OFFICE OF

# Rehabilitation

The Division of Disability Determination Services adjudicated over 18,050 Social Security disability claims. 4,168 individuals received assistive technology devices through the Vocational Rehabilitation program. Of the 1,000 children and infants with disabilities, more than 2,500 were referred to the Division of Services to the Deaf and Hard of Hearing trained 934 participants in a variety of educational classes. The services represent only a few of the many services offered through the agency. The Utah State Board of Education has provided oversight and policy direction to the USOR. For many years, the main service offered by the USOR was Vocational Rehabilitation. Starting in the late 1950s, Congress and the Utah State Legislature increased the variety of services offered by the USOR to include the Division of Services to the Deaf and Hard of Hearing, and the Division of Services to the Blind and Visually Impaired. Services offered by the USOR are focused on assisting individuals to obtain employment and to increase their independence. Programs and services of the Utah State Office of Rehabilitation are provided to many individuals, agencies and organizations. Close cooperation between staff and consumers plays a significant part in the delivery of services. Focus groups have identified this relationship as the key factor in assisting consumers to meet their goals. Each year, seven advisory councils composed of individuals with disabilities provide input and guidance to the agency on policy, procedures and services. In addition, the Utah State Office of Rehabilitation has established working relationships with the Department of Workforce Services, mental health agencies, and other entities. The development of these cooperative efforts is a high priority for the agency and has proven to be beneficial in meeting the needs of consumers.



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**ANNUAL REPORT  
OF THE UTAH  
STATE OFFICE OF**  
*Rehabilitation*

250 East 500 South  
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Salt Lake City, Utah 84114-4200

**2005**

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Executive Director  
Utah State Office of Rehabilitation



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Chief Executive Officer  
Utah State Board of Education

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# Executive Director's Message



Blaine Petersen  
*Executive Director*

Fiscal Year 2005 was another good year for the Utah State Office of Rehabilitation. Consumers continued to prepare for and achieve employment and increase their independence as they utilized the various services of the agency. Following are some of the major accomplishments from this last year.

- ▶ The Utah State Office of Rehabilitation, the Department of Workforce Services, and the Governor's Committee on Employment of People with Disabilities worked with the Salt Lake Chamber of Commerce to establish a business-to-business network to promote employment of people with disabilities among employers. The title of the Chamber's committee is the Utah Business Employer Teams (UBET— as in "UBET we can employ people with disabilities!").
- ▶ Last year, the Division of Rehabilitation Services Vocational Rehabilitation Program and the Division of Services for the Blind and Visually Impaired placed 3,109 individuals with disabilities into employment. This was an increase of 292 individuals placed over FY 2004. There was a 500% increase in the weekly earnings of the 3,109 individuals placed into employment after Vocational Rehabilitation services.
- ▶ The Division of Services for the Blind and Visually Impaired provided low vision services to 3,391 individuals who are visually impaired to assist them in utilizing alternative techniques to make their remaining vision more effective. In addition, the division provided up to six months of training and adjustment services for 189 individuals to assist them in adapting to their vision loss, services which included cane travel, independent living skills, activities of daily living, and assistive technology.
- ▶ The Division of Services to the Deaf and Hard of Hearing provided various services to 3,635 individuals. These services included 882 individuals attending classes, 336 individuals receiving counseling and therapy, and 264 individuals who were evaluated as part of the interpreter certification program. The division also developed services in southwestern Utah to address the identified needs of 73 deaf and 164 hard of hearing consumers.
- ▶ The Division of Disability Determination Services adjudicated 17,655 cases to determine eligibility for Social Security Disability Insurance or Supplemental Security Income for the Social Security Administration, with a 95% accuracy rate.
- ▶ The USOR, in conjunction with the Utah Statewide Independent

## UTAH STATE OFFICE OF REHABILITATION

Living Council and the Centers for Independent Living, provided services to 4,928 individuals with significant disabilities. These services included independent living skills training, peer support, individual and system advocacy, information and referral, assistive technology services, and recreation and community integration.

The services offered through the USOR programs help ensure that Utahns with disabilities have the opportunity to be productive and contributing citizens. The 2005 annual report highlights the accomplishments of individuals with disabilities who received these opportunities and illustrates the positive impact USOR services have on the community.

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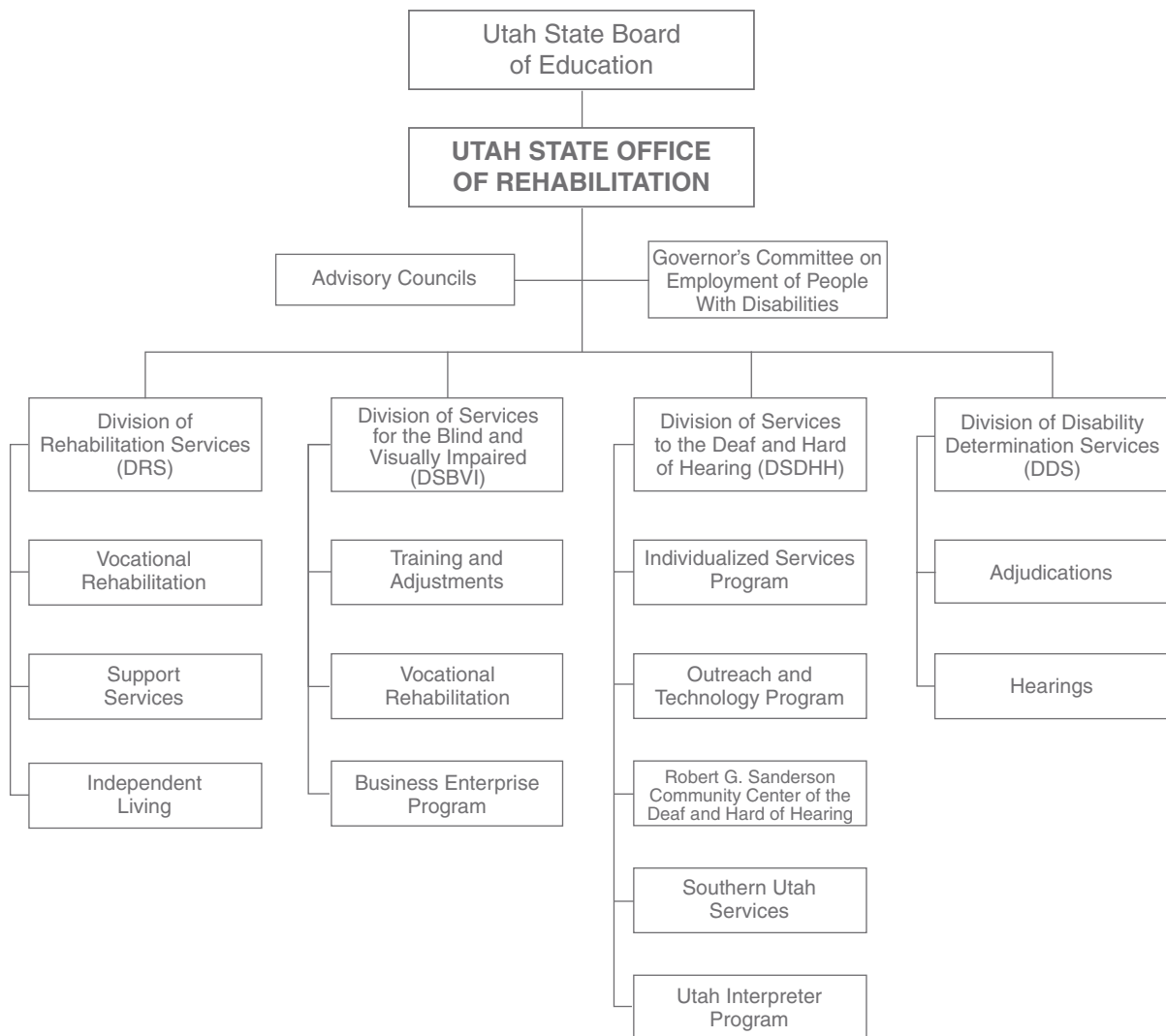
Patti Harrington  
Executive Officer

Twila B. Affleck  
Secretary

*\*Board of Regents Appointments  
1/12/05*

# Utah State Office of Rehabilitation

**Mission: To assist individuals with disabilities to prepare for and obtain employment and increase their independence.**



# Annual Report



# UTAH STATE OFFICE OF REHABILITATION *Advisory Councils*

**Advisory Councils work with staff to establish direction and implementation of the various USOR service delivery programs and independent living.**

## **Rehabilitation Services Council**

Allan Ayoub, West Valley City  
Melanie Bike, Bountiful  
Deborah Burt, Salt Lake City  
Delena Fish, Elmo  
Nancy Friel, Salt Lake City  
Eileen Glathar, American Fork  
Krystal Gray, Salt Lake City  
Rollin Jones, Taylorsville  
Tericia Leavitt, Mountain Green  
Susan Loving, Tooele  
Marie Marshall, Midvale  
Kent McGregor, St. George  
Helen Post, Salt Lake City  
Trevia Roanhorse, Window Rock, Arizona  
Eileen Saunders, Cedar City  
Karl Smith, Taylorsville  
Kraig Stephens, St. George  
Milton Taylor, Salt Lake City  
Nedra Taylor, Logan  
Rebecca Wassem, Holladay

## **Interpreter Certification Board**

Jeff Born, Orem  
Shellie Burrow, Heber City  
Cheralyn Creer, Salt Lake City  
Cheri Hodson, South Jordan  
Sonia Hovey, South Jordan  
Mitch Jensen, Taylorsville  
Eric Lynn, Kearns

## **Statewide Independent Living Council**

Vickie Brenchley, Ogden  
Sandra Curcio, Provo  
Marvin Fifield, Logan  
Richard Jewkes, Price  
Debra Mair, Salt Lake City  
Gus Materazzi, Salt Lake City  
Marilyn Mitchell, Price  
Helen Roth, Logan  
Lew Smith, St. George  
Lester Ruesch, St. George  
Theresa Walker, Ogden  
Rebecca Wassem, Salt Lake City

## **Division of Disability Determination Services Advisory Council**

Yolanda Kunder, Salt Lake City  
Barrie Nielson, Sandy  
Matthew Nielson, Salt Lake City  
Melanie Preece, Salt Lake City  
Gordon Richins, Logan  
Phyllis Sharples, Salt Lake City  
Jeff Sheen, Logan  
Mark Smith, Salt Lake City  
Maggie Snyder, Salt Lake City

## **Division of Services to the Deaf and Hard of Hearing Advisory Council**

Kristylynne Brady, Salt Lake City  
Mimi Brockbank, Salt Lake City  
Dr. Todd Child, Salt Lake City  
JoAnn Coupal, Salt Lake City  
James Dyal, South Jordan  
Kevin D. Hanson, Taylorsville  
Rollin S. Jones, Taylorsville  
Valerie Kinney, Ogden

Kristi Mortensen, Salt Lake City  
Michael Page, Salt Lake City  
Barbara Ripley, West Jordan  
Joy Roberts, Salt Lake City  
Matthew Snarr, Lehi

## **Division of Services for the Blind and Visually Impaired Advisory Council**

Linda Collins, Harrisville  
Ron Gardner, Bountiful  
Lynne Krumm, Hyrum  
Kent McGregor, St. George  
Bill Peterson, Mayfield  
Lee Robinson, Pleasant View  
Karl Smith, Taylorsville  
Bernece Stradley, Murray  
Ruth Wheeler, Roy

## **Governor's Committee on Employment of People With Disabilities**

Sherrie Crespo, DSBVI  
Kirby Croyle, Wells Fargo  
Amanda Dickson, KSL  
Cory Ervin, DHRM  
Paul Kelsey, HealthSouth  
Gary Knapp, Enable Industries  
Stephen Maas, DWS  
Marette Monson, Discover Financial  
Jeff Morris, Weber State University  
Karla Padilla, Marriott Guest Services  
Ken Reid, UCAT  
Brian Small, Swire Coca-Cola  
Karalee Smith, Skywest Airlines  
Thom Smith, La-Z-Boy  
Charlee Wallace, Manpower

# UTAH STATE OFFICE OF REHABILITATION *Programs and Services*

## **Vocational Rehabilitation Program**

The Vocational Rehabilitation (VR) program provides services to individuals whose disability is a substantial impediment to employment. The VR program is designed to assist these individuals to achieve employment outcomes. Services are available according to individuals' needs, abilities, and choices. Vocational Rehabilitation services are provided through the USOR's Division of Rehabilitation and the Division of Services for the Blind and Visually Impaired.

## **Independent Living Program**

The independent living program provides services to individuals with disabilities who need opportunities to maintain or increase their independence. Services are provided through a cooperative effort of the Utah State Office of Rehabilitation, the Utah Statewide Independent Living Council, and nonprofit Centers for Independent Living. A variety of services are provided to assist individuals to maintain or increase their independence and community integration.

## **Governor's Committee on Employment of People With Disabilities**

The Governor's Committee's mission is to facilitate communication and cooperation, and promote public and private efforts to increase equal employment opportunities for qualified Utahns with disabilities. Its main responsibilities are to promote employment opportunities for individuals with disabilities; advise the State Board of Education and the Governor on issues that affect employment; advocate full and equal rights for individuals with disabilities; educate the public through information and public relations; recognize exemplary contributions in the areas of employment, job placement, rehabilitation, training, support services, medicine, and public relations; recognize personal achievements of individuals with disabilities; and provide training, support, and technical assistance to employers.

## **Services for the Blind and Visually Impaired**

In addition to Vocational Rehabilitation services, the USOR offers a variety of training and adjustment services for individuals who are blind or have significant visual impairments. These services include skills training, psychological and social orientation, adaptive equipment, braille training, mobility training, independent living, and computer training.

## **Services to the Deaf and Hard of Hearing**

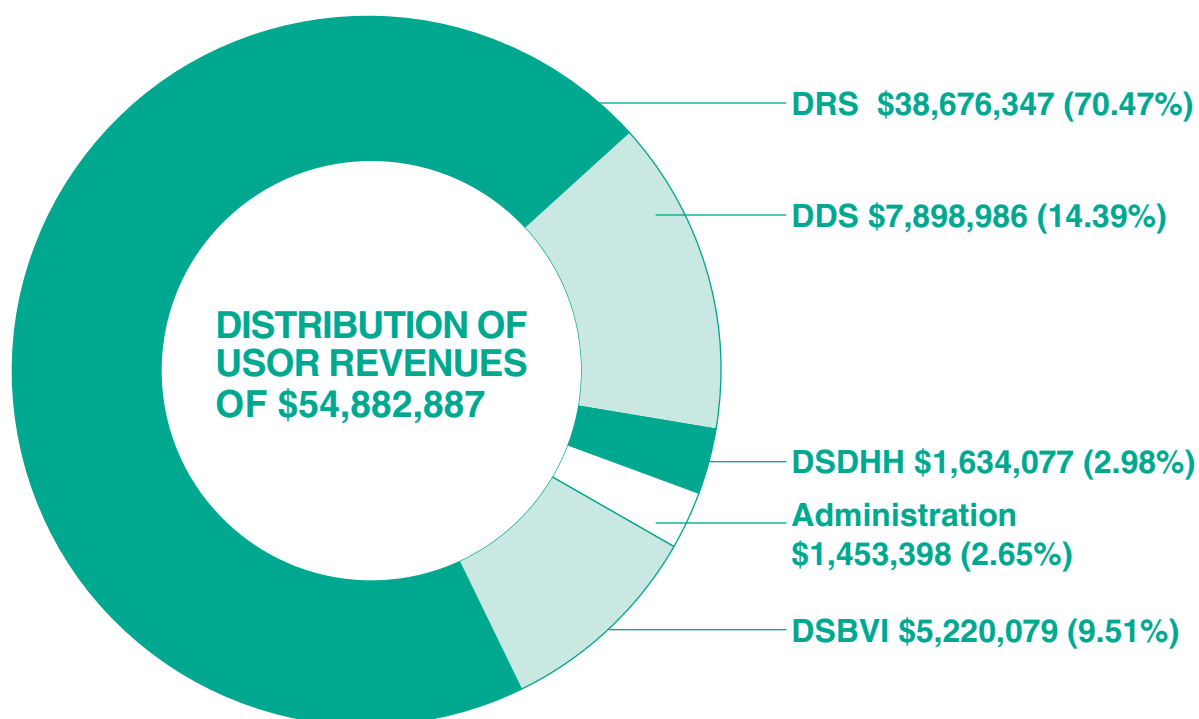
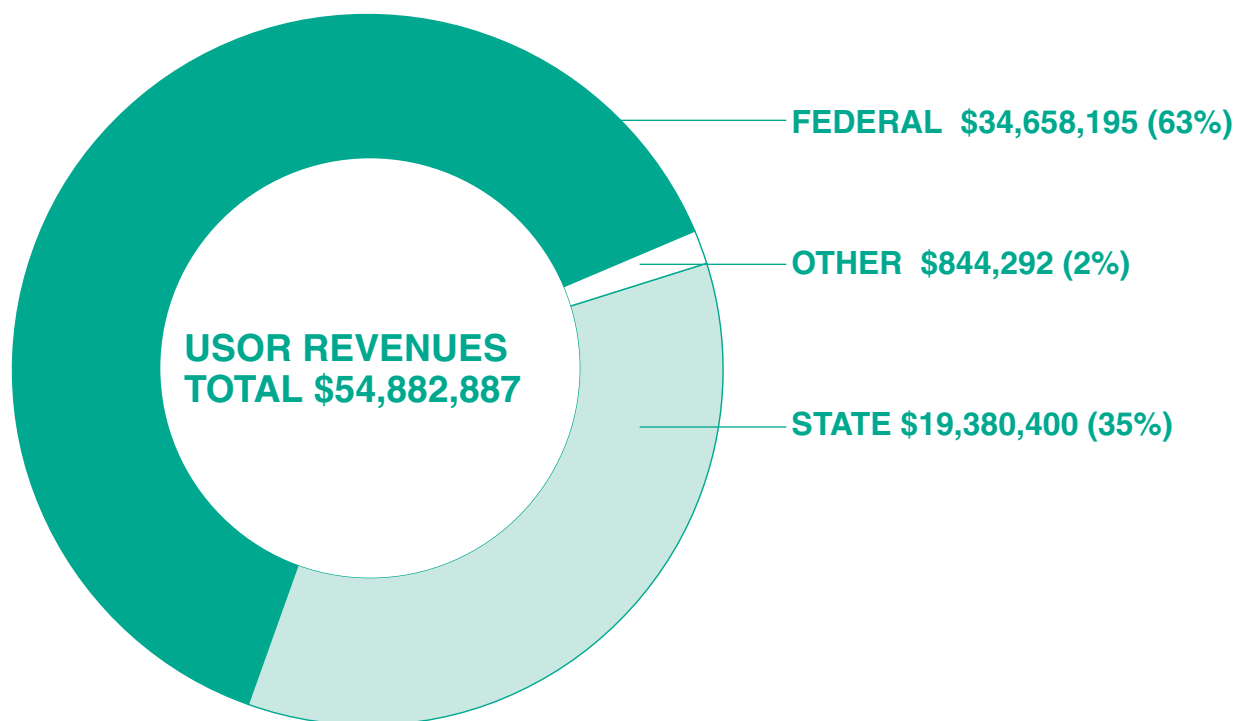
Many services designed for individuals with hearing loss are provided through the Division of Services to the Deaf and Hard of Hearing. These services include an interpreter referral service, assistive technology, and a variety of social and educational programs.

## **Disability Determination Services**

The Division of Disability Determination Services is a state-administered federal program that develops, adjudicates, and processes disability claims of Utah residents for social security disability benefits, including Social Security Disability Insurance and Supplemental Security Income.

# Revenues

UTAH STATE OFFICE OF REHABILITATION

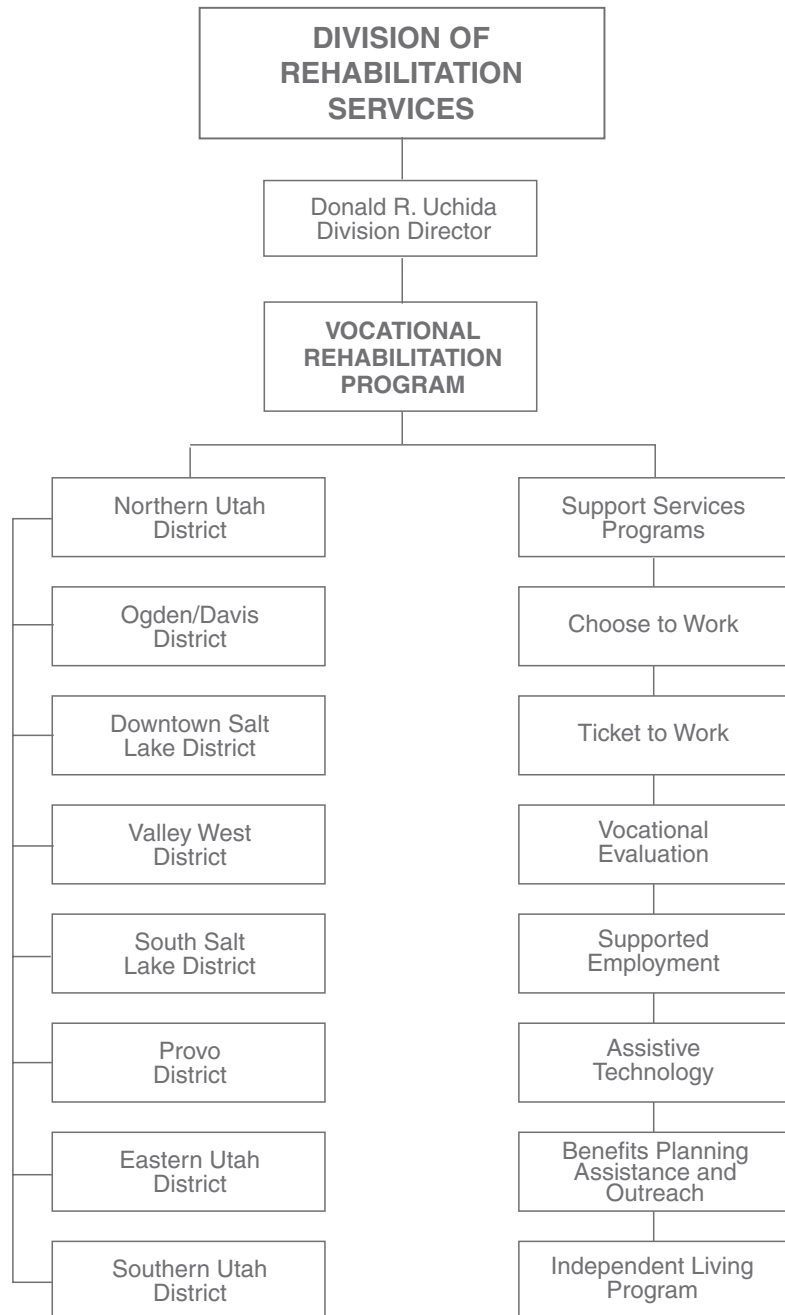


# Rehabilitation Services

DIVISION OF



Donald R. Uchida  
*Division Director*



# Annual Report

# Vocational Rehabilitation Program

**Mission: To assist eligible individuals with disabilities to prepare for and obtain employment.**

USOR's Vocational Rehabilitation (VR) services are provided through the Division of Rehabilitation Services (DRS) and the Division of Services for the Blind and Visually Impaired (DSBVI). The DRS served 23,545 individuals with disabilities during 2005, placing 3,023 of these individuals into employment. The DSBVI served 519 and placed 86 into employment.

The VR program assists eligible individuals with disabilities to obtain employment. Eligibility for the program depends on the following conditions:

1. The presence of a physical or mental impairment that constitutes a substantial impediment to employment.
2. The individual requires Vocational Rehabilitation services to become gainfully employed.

Eligible individuals work in partnership with their Vocational Rehabilitation counselors to assess their rehabilitation needs, set a vocational goal, and develop an Individualized Plan for Employment (IPE).

Many services are available to assist individuals to reach their goals according to their personal needs and objectives. These services may include medical services and treatment, personal adjustment training, vocational training, counseling and guidance, assistive technology, job placement, follow-up, and other services needed to enable clients to complete their IPE.

A number of support services are available to both the Vocational Rehabilitation consumer directly and the VR counselor as a resource.

## Vocational Evaluation

Services are offered to help consumers identify their vocational interests and abilities as well as to provide career information to enable consumers to make realistic employment choices.

## Choose to Work

The Choose to Work Utah project is a partnership between the Utah State Office of Rehabilitation (USOR) and the Department of Workforce Services (DWS). Choose to Work is a statewide service delivery system that provides individualized job development and placement services to job seekers with disabilities. Eligible individuals are referred to Employment Specialists through either a DWS or USOR counselor. A variety of services, including benefits counseling, support services coordination, job development and placement, and follow-up, are offered to the job seekers.

## Assistive Technology

Assistive technology services are provided to individuals who need technology to achieve their vocational goals. Services include assessment, modification, purchasing of technology, and training.

## Benefits Planning Assistance and Outreach

The new Utah Benefits Planning Assistance and Outreach Project (UBPAO) is funded through the Utah State Office of Rehabilitation, the Social Security Administration, and the Utah Governor's Council. The UBPAO provides SSI/SSDI beneficiaries with information regarding Social Security Work Incentives. This project offers statewide access to information and support for people who need to make informed choices about work and benefits; increases the availability of accurate, effective, and accessible consumer education materials and services;

## DIVISION OF REHABILITATION SERVICES

and promotes partnership between advocacy programs and the Utah Work Incentive Coalition. Beneficiaries who choose to pursue work, achieve employment goals, and become self-sufficient may maximize new and current resources through collaboration and the provision of comprehensive, quality services.

### **Ticket to Work**

The Ticket to Work Program, sponsored by the Social Security Administration, is a work incentive program for individuals with disabilities who receive Social Security Disability (SSDI) and Supplemental Security Income (SSI). The purpose of the Ticket to Work Program is to assist SSA beneficiaries to obtain services through approved Employment Networks (EN) leading to employment and dependency on SSDI or SSI benefits. Employment Networks include USOR and other organizations that have been approved by Social Security and agree to accept tickets. Vocational Rehabilitation is the largest employment network in Utah, accepting over 99% of the assigned tickets.

*Vocational Rehabilitation Program*

## DIVISION OF REHABILITATION SERVICES

# SUCCESSFUL PEOPLE



### Shauna Blasingame

Within three years of being diagnosed with progressive multiple sclerosis, Shauna found that her disability was beginning to prevent her from maintaining her employment at Utah Retirement Systems. She came to the Vocational Rehabilitation program seeking help to obtain a van conversion. Due to her low energy level, dexterity and vision problems, and low tolerance for heat and cold, Shauna could no longer use public transportation. Her employer has been very receptive to accommodations, and Shauna says she would not now be working without the services she received from the Vocational Rehabilitation program.



### Brian Horne

While on a high school graduation trip with his friends at Lake Powell, Brian dove off a cliff, hitting a sand bar. The injury changed Brian's life forever as he rehabilitated at the University Medical Center with C-6 level quadriplegia. That never stopped Brian from pursuing his dreams of becoming a mechanical engineer, getting married, and having a family. Brian achieved his goals in part through the services of the Vocational Rehabilitation program. The program provided a van lift as well as tuition and books to complete his education at the University of Utah. He is now employed at L3 Communications, and is supporting his wife and two children. Brian says that without the services of the Vocational Rehabilitation program, he would not be as stable and successful as he is today.



### Gaylee Spencer

While she was working as a certified nursing assistant, one lift of a patient changed Gaylee's career path. Four herniations in her back brought Gaylee to the realization that she had to change jobs. She sought Vocational Rehabilitation services, which resulted in her employment as the Administrative Coordinator of the computer department at Best Friends Animal Sanctuary. This employment was obtained by completing two years of schooling, and through counseling and guidance from her rehabilitation counselor. Gaylee is now in a job that accommodates her back problems, with a great employer and location.

# Vocational Rehabilitation Program



## SUCCESSFUL PEOPLE



### Ed Barney

Ed is still setting future goals, as he now has a great outlook on life and sees his family progressing. After an accident, feeling he was starting over from nothing and could not see a future, Ed, along with his family, received multi-agency services with life skills training, resume writing, job interviewing skills, a special brace for his arm and hand, academic classes, and counseling. Ed felt the agencies were “cheerleaders” giving him confidence to set goals for himself and his family. After successfully obtaining employment as a research associate for PGM Inc., Ed is grateful for all the services received from these partnering agencies. He said, “I would not be here today and employed without the services provided.”



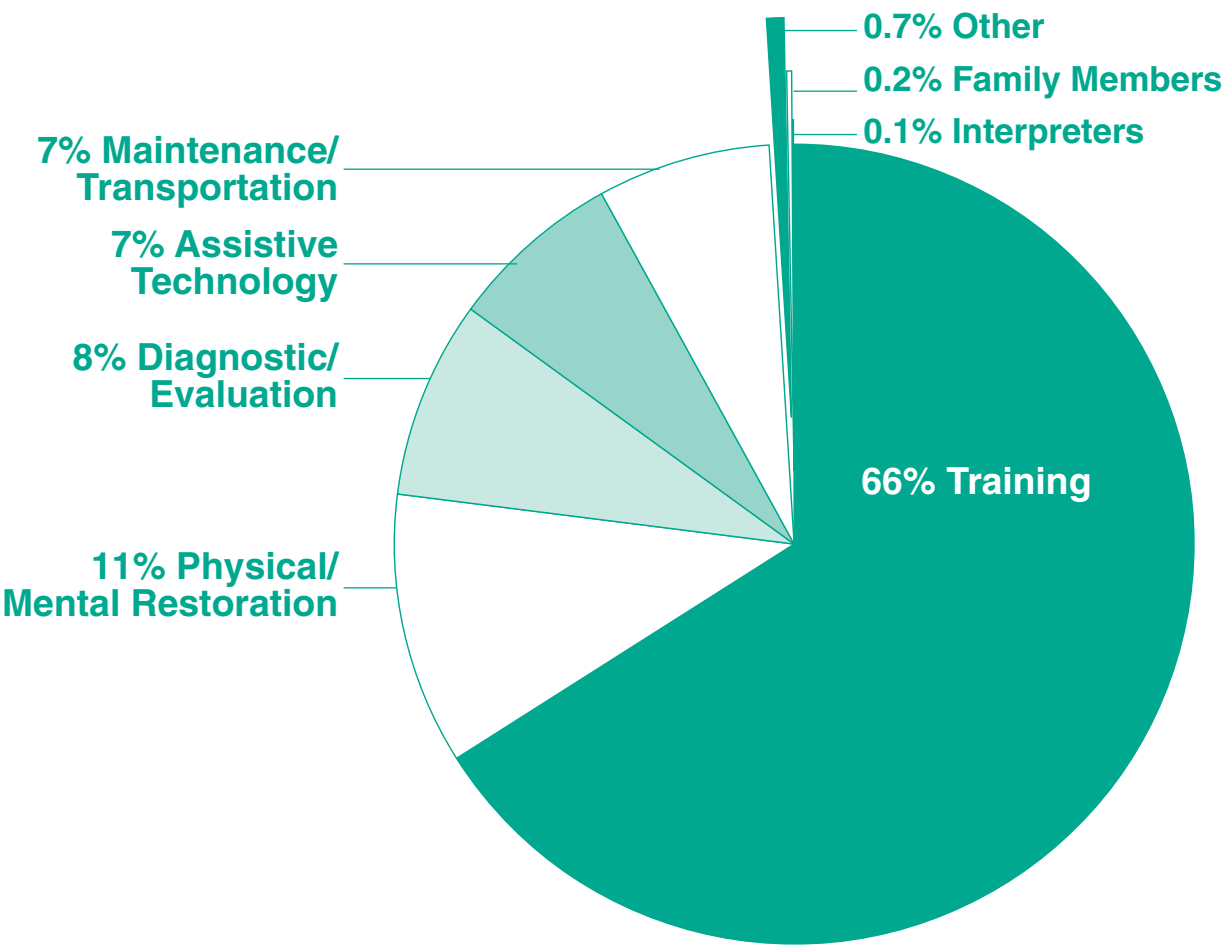
### Brent White

Brent, a mechanical engineer, was married with a young family when he suffered a cardiac arrest and resultant traumatic brain injury. This event left Brent with almost no short-term memory and further problems with retention of information. Brent had to start over professionally. He loved custom woodworking, and decided that the combination of this with his mechanical engineering skills would make a great business. He completed his business plan, and through Vocational Rehabilitation services was able to get the help he needed to start his business. Custom handcrafted woodwork pieces now delight his many customers. Brent is grateful for the time and resources available from the Vocational Rehabilitation program and especially thanks his counselor for believing in him.



# EXPENDITURES

This chart shows the percentage of case service funds utilized for services that assisted people with disabilities in preparing for and obtaining employment.



Total Employed = 3,109

## HIGHLIGHTS

The following information demonstrates the individual and program success Vocational Rehabilitation achieved during 2005:

- ▶ 3,109 individuals with disabilities were successfully employed.
- ▶ 24,064 individuals were provided with Vocational Rehabilitation services.
- ▶ 95 percent of those employed were severely disabled.
- ▶ 251 public assistance recipients were successfully employed.
- ▶ 758 Social Security Disability Insurance and Supplemental Security Income recipients were successfully employed.
- ▶ 72 individuals were successfully employed through supported employment services.
- ▶ \$11,539,320 in estimated annual taxes were paid by 3,109 employed individuals after Vocational Rehabilitation services were provided.

## CHARACTERISTICS

Of the 3,109 individuals employed through the Vocational Rehabilitation program

GENDER	Number	Percent
Male	1,702	55%
Female	1,407	45%
<b>Total</b>	<b>3,109</b>	<b>100%</b>

### ETHNIC BACKGROUND

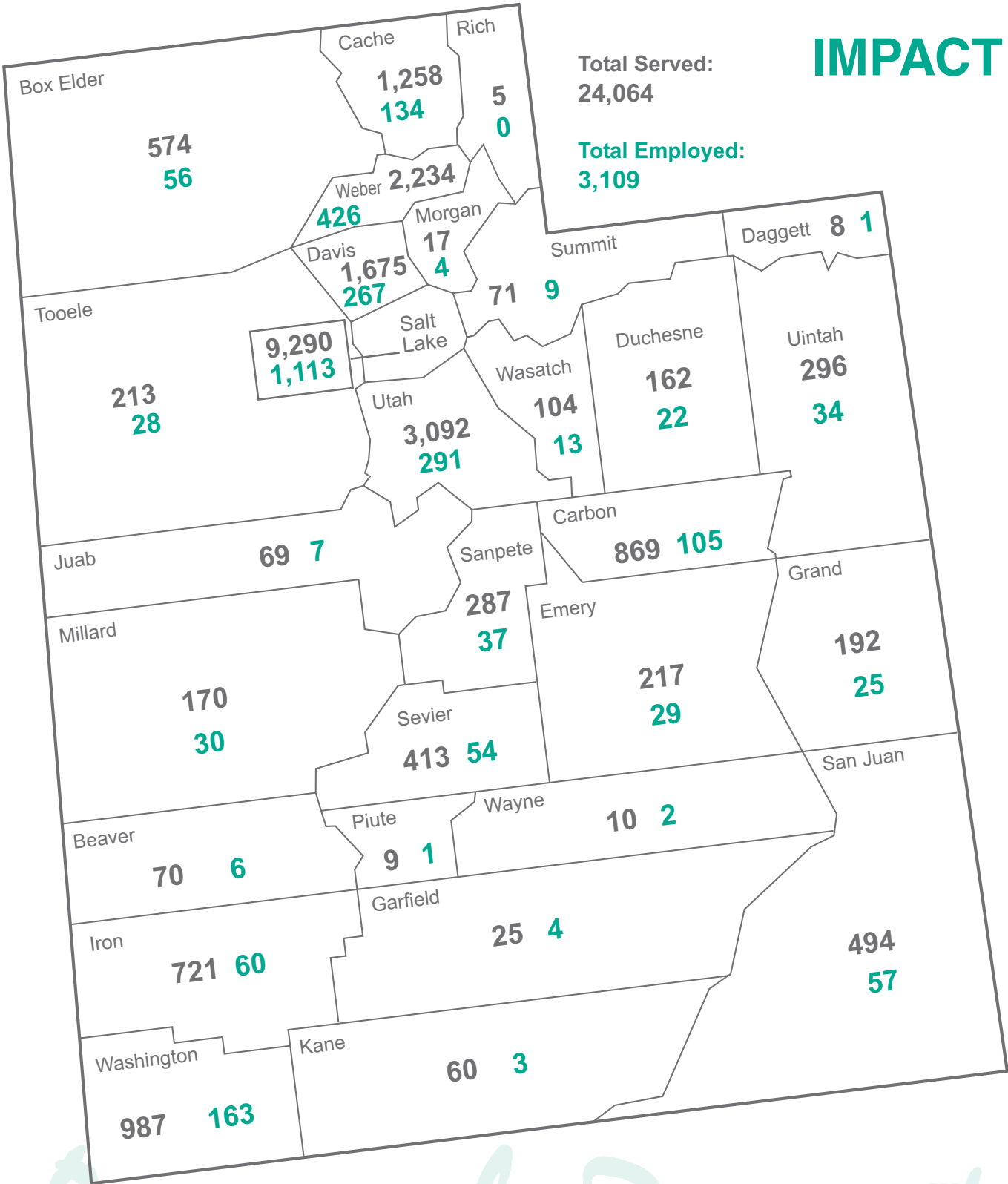
White	2,681	86.0%
African American	58	1.9%
Asian	14	0.5%
Hispanic	16	0.5%
Native American	51	1.6%
Pacific Islander	17	0.5%
Multiple Ethnicity	272	9.0%
<b>Total</b>	<b>3,109</b>	<b>100%</b>

MARITAL STATUS	Number	Percent
Married	927	30%
Widowed	44	1%
Divorced	697	22%
Separated	208	7%
Never Married	1,233	40%
<b>Total</b>	<b>3,109</b>	<b>100%</b>

### AGE AT REFERRAL

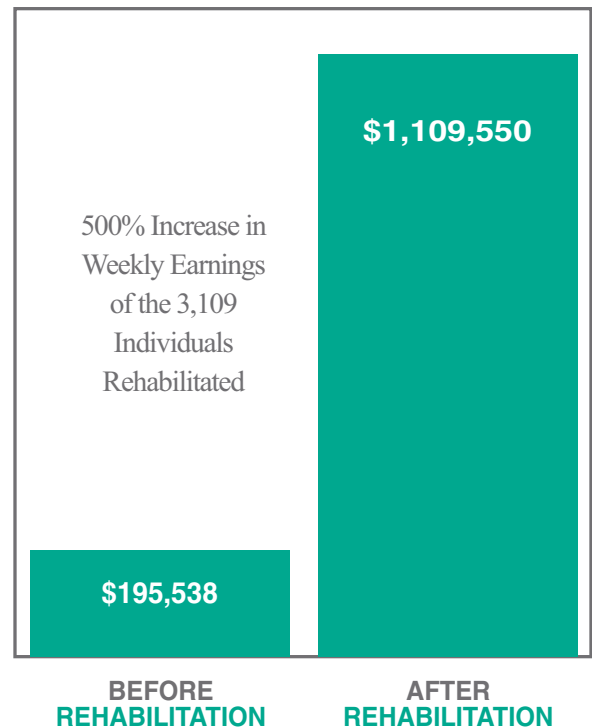
Less than 20 years	24	0.5%
20 through 34	1,449	47%
35 through 44	735	24%
45 through 64	860	28%
65 and over	41	0.5%
<b>Total</b>	<b>3,109</b>	<b>100%</b>

IMPACT



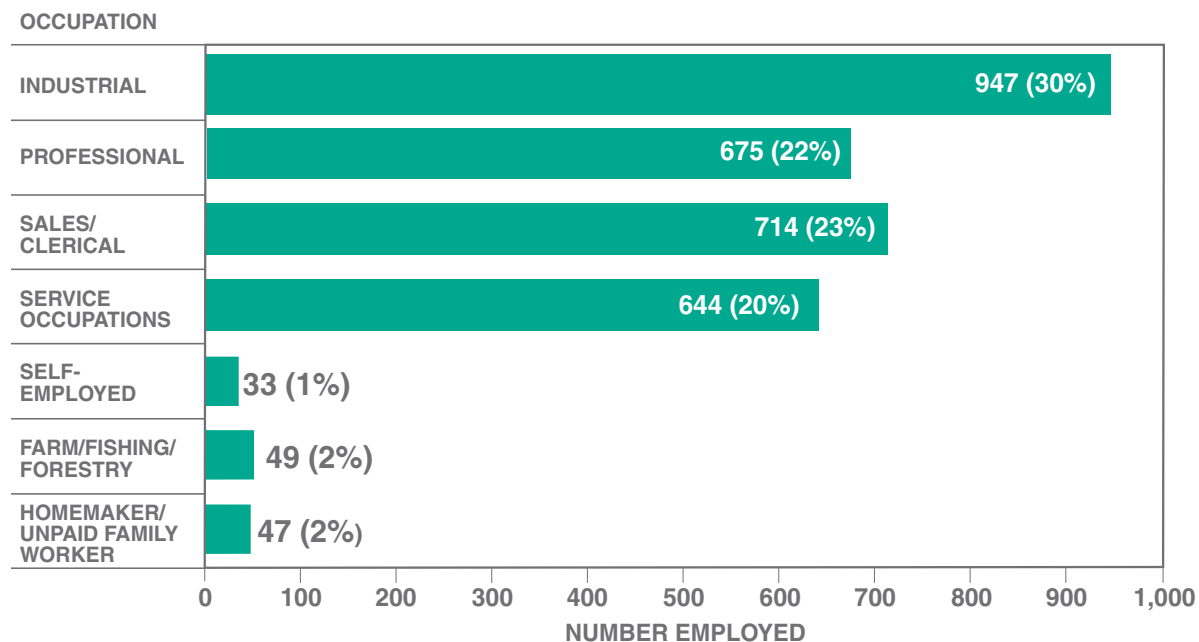
## ECONOMIC IMPACT

after Rehabilitation services



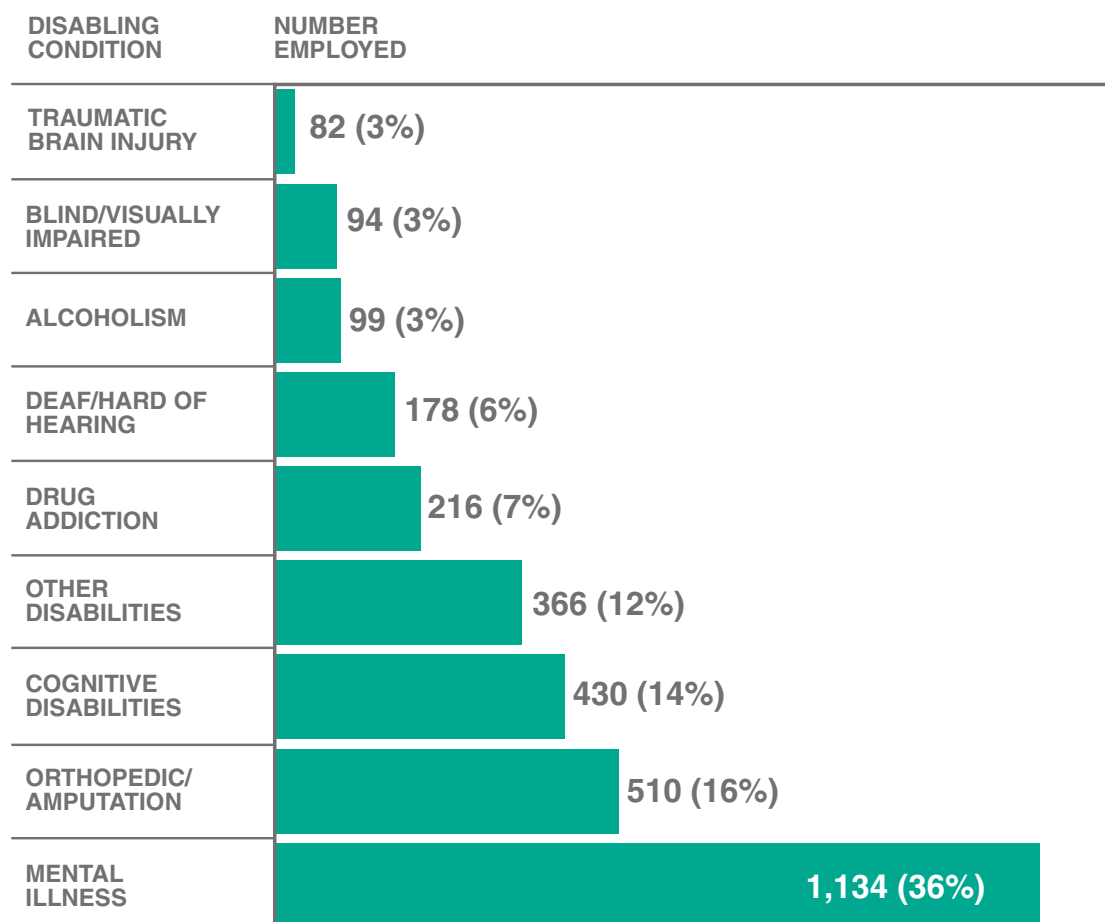
## OCCUPATIONS

of the 3,109 individuals rehabilitated



## MAJOR DISABLING CONDITIONS

of the 3,109 employed individuals



# COLLABORATIVE PARTNERSHIPS

Heavy emphasis is placed by the Utah State Office of Rehabilitation (USOR) on relationships and collaborative partnerships benefiting individuals with disabilities in their efforts to achieve independence and meaningful employment outcomes. These collaborative and partnership efforts

exist because it makes sense to coordinate with various agencies that share common goals and complementary services in order to provide comprehensive services to Utahns with disabilities. And, while some agencies exist by way of legislative mandate and others do not, all are in place to provide

improved, enhanced, and more substantial services to individuals with disabilities in their efforts to become informed, make meaningful decisions for themselves, and achieve productive results in their lives. The USOR would like to highlight just a few partnerships for this annual report.

## Choose to Work

It must be recognized that, for some people with disabilities, breaking through the myths and misperceptions of employers and knowing how to engage in an effective employment search can present significant barriers. The USOR and the Utah State Department of Workforce Services (DWS) have partnered to address these needs in the form of Choose to Work services. For over seven years now, 22 jointly funded Choose to Work professionals provide specialized job development/placement services for job-ready Utahns with disabilities. These specialists operate in both USOR and DWS offices statewide.

## WorkAbility: Opening Doors to Work

People with disabilities can work and want to work. A cooperative endeavor among the USOR, DWS, Special Education and the Utah Department of Health called WorkAbility helps prepare people with disabilities to work. The program is designed for people who receive public benefits such as Medicaid and Social Security due to a disability, and connects them to people and supports that will help them find and maintain work. WorkAbility also benefits employers by connecting them to an untapped source of qualified workers with disabilities.

## Benefits Planning Assistance and Outreach (BPAO)

Another partnership among the USOR, DWS, and Utah Department of Health is the Utah Benefits Planning Assistance and Outreach (BPAO) program. The BPAO program is primarily designed to give Social Security Disability beneficiaries information on how employment may affect their benefits so that they may make an informed choice about working. BPAO program staff can also look at any other benefits a person receives and assess how working may affect those benefits.

## Utah Business Employment Team (UBET)

The Utah Business Employment Team is an active business-to-business subcommittee of the Salt Lake Chamber of Commerce. This association provides for business leaders to engage the active participation of the business community to enable qualified individuals with disabilities to obtain employment and succeed in the workforce. In addition to employers, collaborative support of the UBET network of business leaders is provided by the USOR, the Utah Governor's Committee on Employment of People with Disabilities, DWS, and WorkAbility.

# DIVISION OF REHABILITATION SERVICES INDEPENDENT LIVING PROGRAM

**Mission: To provide opportunities for individuals with disabilities to increase their independence and level of integration in their communities.**

The Division of Rehabilitation Services, in conjunction with the Independent Living Centers, the Division of Services for the Blind and Visually Impaired, and the Utah Statewide Independent Living Council, provide independent living services to eligible consumers. Coordination of services occurs through contractual arrangements and management structures supported by all the entities involved in the program. All services are provided through the network of Independent Living Centers (the Utah Independent Living Center, Salt Lake City; Options for Independence, Logan; Active Re-Entry, Price; Red Rock Center for Independence, St. George; Tri-County Independent Living Center, Ogden; and Central Utah Independent Living Center, Provo).

Eligibility for the program is based on the presence of a disability coupled with the ability to benefit from the provision of services. All services are based on individual need as described in an individualized independent living plan. The listed services are time-limited and designed to assist

consumers in increasing and maintaining their levels of independence and community participation.

## Peer Support

Peer support is designed to assist individuals in increasing and maintaining their independence. The information needed to live with a disability can more easily be gained when support is provided by an individual with a disability.

## Independent Living Skills Training

Skills training includes adaptive cooking, cleaning, budgeting, personal hygiene, transportation, and advocacy.

## Individual and Systems Advocacy

Advocacy programs are designed to increase both the consumer's ability to advocate for himself or herself and the community's capacity to meet the needs of individuals with disabilities. Systems advocacy is a process used to increase awareness and encourage the community to provide access for all citizens.

## Information and Referral

Information about other services, as well as referrals to other programs, is intended to increase the options available to individuals.

## Assistive Technology Services

A comprehensive program of assistive technology services includes assessment, evaluation, short-term loans, and equipment purchases for eligible consumers. Assistive devices can provide significant opportunities for individuals to participate in school, home life, and the general community.

## Recreation and Community Integration Programs

Recreation and other community integration programs are often an individual's first introduction to independent living services. Activities have included river trips, adaptive skiing, swimming classes, weightlifting, movies, book clubs, golf, and many other community activities. Often, successful experiences in these programs lead to increased self-esteem

and sense of worth, which then lead to further participation and increased independence.

### **Independent Living Older Blind Services**

In cooperation with the Division of Services for the Blind and Visually Impaired, the Independent Living Centers provide services to individuals aged 55 or older who are blind or severely visually impaired. Services are designed to increase and maintain seniors' ability to remain active in their homes and communities. All services, including recreation, are integrated, allowing seniors to participate. The division provides other significant services to augment those of the centers, including intensive orientation and mobility services, low vision screening, and general adaptive living skills.

## **ACCOMPLISHMENTS**

- ▶ 307 consumers became eligible for independent living assistive technology services.
- ▶ 448 assistive technology devices were provided.
- ▶ 895 consumers received older blind services.
- ▶ 3,217 individuals with disabilities were served.
- ▶ 2,705 independent living plans were developed.
- ▶ 51 consumers were relocated from nursing homes or institutions due to independent living services received.
- ▶ 353 consumers were prevented from entering nursing homes or institutions due to independent living services received.

## **SUCCESSFUL PEOPLE**

### **Laverl and Betty Hess**

This 60-something couple has had quite a few health trials in the last few years. In order to keep themselves out of an assisted living facility or nursing home, they called Options for Independence, an independent living center in northern Utah. Betty was the caregiver for her husband, who has very limited mobility because of strokes and cancer. Betty has arthritis throughout her body and other challenges that prevent her from continuing as a caregiver. Being restricted to their home was also causing some depression problems for them.

After many visits and assessments completed by the independent living center staff, mobility assistive technology was provided for the Hesses, from lift chairs to toilet frames and bath rails. Living in rural Utah, the couple found it more difficult to attend activities or events, but with

their new power chairs and other assistive technology, they are now active participants in several activities. The Hesses remarked that when they became connected with Options, it opened up a whole new world. Betty says, "When anyone from Options calls or visits, I feel like it is my friend or my family, not a business. Depression is ugly, and now we have a life."



*Independent Living Program*

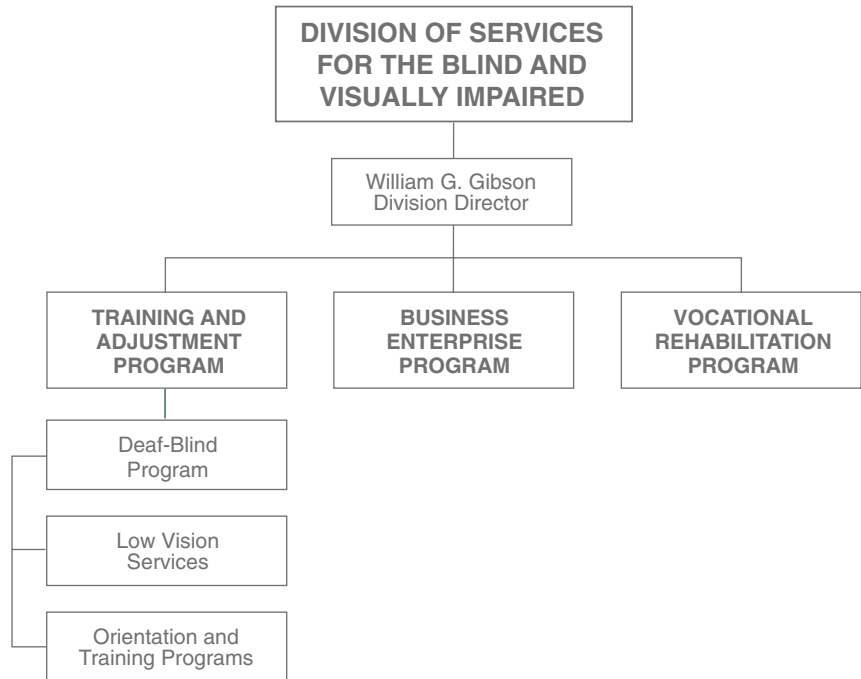


# Blind & Visually Impaired

DIVISION OF SERVICES FOR THE



William G. Gibson  
*Division Director*



# Annual Report

# Blind & Visually Impaired

DIVISION OF SERVICES FOR THE

**Mission: To assist individuals who are blind or visually impaired in achieving maximum levels of independence and, whenever possible, developing goals toward competitive employment.**

The past year has been exciting and productive. The Deaf-Blind Support Service Program continues to grow. Individuals who are deaf and blind receive assistance from support service providers in activities such as reading their mail and newspaper, grocery shopping, getting to and from appointments, and attending recreational activities. These services have enabled individuals to become more involved in their communities and enjoy greater independence. The number of individuals participating in this program continues to increase, and individuals living in the rural areas of Utah are now participating.

Individuals served through the training and rehabilitation programs continue to receive adaptive technology assistance. A rehabilitation technology specialist assists clients with evaluation and training, as well as setup of adaptive technology. Through this assistance, individuals are able to gain and maintain competitive employment. A computer teacher in the training program is also available to provide instruction in basic computer skills.

The division is continually looking for methods that will better serve clients in learning skills to increase independence or to obtain gainful employment. A job readiness class has been developed, which has helped clients learn skills in resume writing, completing applications, interviewing, and other job-seeking techniques. This class has greatly helped clients to achieve competitive employment and become tax-paying citizens.

A committee has been selected to review and recommend changes to the curriculum used in training classes at the center. The committee consists of members of the Advisory Council, staff members, and consumers. The goal of this committee is to recommend consumer training competencies for each class. They are also developing a track system, which will include an employment track, an independent living skills track, and a higher education track. These new systems will result in clients being better trained for competitive employment opportunities, and remaining independent in their own living situations.

## ACCOMPLISHMENTS

Vocational Rehabilitation services were provided to 519 blind or visually impaired individuals.

- ▶ A total of 86 individuals were placed into employment.
- ▶ Of those who received services, 98% were considered severely or most severely disabled.
- ▶ Training and adjustment classes to facilitate adjustment to vision loss were attended by 189 individuals.
- ▶ Low vision services were provided to 3,391 individuals, 588 of whom were served for the first time.
- ▶ Over 48,000 preschool and kindergarten children were screened for amblyopia and other vision problems; over 2,500 were referred for professional eye examinations and treatment.
- ▶ Independent living services were provided to 978 older blind individuals.

## SUCCESSFUL PEOPLE

### Diana Murphy

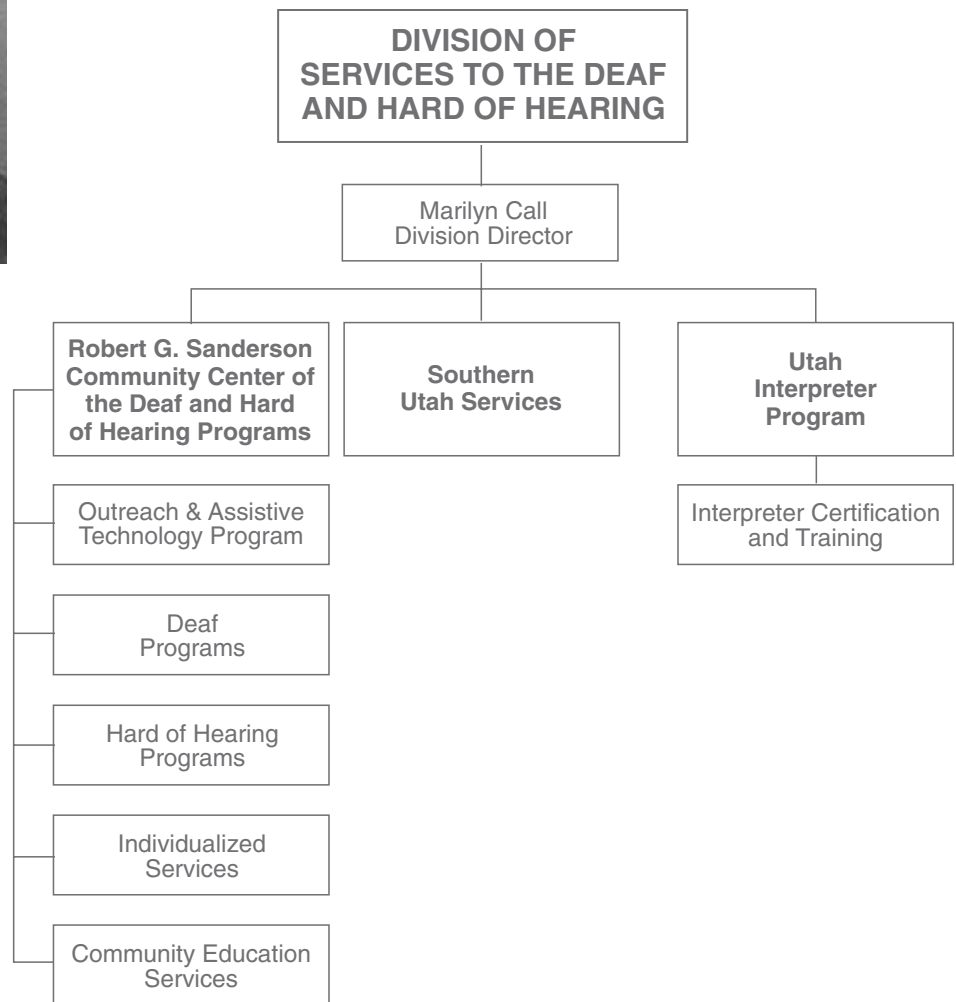
Due to loss of vision in her left eye caused by a virus in 1994, Diana sought treatment at the Moran Eye Center. In 2001, Diana also began losing sight in her right eye, which has since stabilized. Diana was referred to the Division of Services for the Blind and Visually Impaired for independent living skills, including cane travel and grocery shopping, as well as for Vocational Rehabilitation services to maintain her employment. Although she had been an employee at the University of Utah Medical Center for 29 years, adaptations were required to maintain her job until retirement. Her employer was excellent in providing a CCTV and ZoomText for her use and accommodating her hours, as she cannot drive and is dependent on public transportation. Diana feels that the division has helped her life become so much better with the life skills she learned again, and wishes that everyone needing them could experience the classes available.



DIVISION OF SERVICES TO THE  
*Deaf & Hard of Hearing*



Marilyn Call  
*Division Director*



# Deaf & Hard of Hearing

DIVISION OF SERVICES TO THE

**Mission: To provide individuals who are deaf or hard of hearing with opportunities and programs that enhance or maintain skills necessary to fully participate in their employment, family, and community.**

The Division of Services to the Deaf and Hard of Hearing (DSDHH) provides services designed to increase productivity, independence, and community integration for individuals who are deaf or hard of hearing. Program services are provided through the Robert G. Sanderson Community Center of the Deaf and Hard of Hearing in Taylorsville, Utah, and a satellite office in St. George, Utah. These services include:

- ▶ Information and referral.
- ▶ Educational classes.
- ▶ Counseling.
- ▶ Recreation and leisure activities.
- ▶ Telecommunication services for the deaf.
- ▶ Repair and maintenance of assistive technology.
- ▶ Interpreter services—metropolitan and rural interpreter training and interpreter certification.
- ▶ Library services.
- ▶ Activity programs for senior citizens, youth, families, and deaf-multidisabled individuals.
- ▶ Case management.
- ▶ Benefits planning.

## **New Deaf and Hard of Hearing Program in St. George.**

The new satellite office of the Division of Services to the Deaf and Hard of Hearing (DSDHH), the Southern Utah Deaf and Hard of Hearing Program (SUDHHP), opened its doors on January 29, 2005. This program is located next to the St. George Rehabilitation Office at 1067 East Tabernacle, Suite 9.

Ron Burdett was hired as program coordinator in August 2004. He is deaf himself and has more than 30 years' experience working with deaf and hard of hearing individuals. He brings a great deal of enthusiasm to his position. He spreads awareness of this new program and markets the abilities of deaf and hard of hearing people by meeting with community leaders such as Mayor Daniel McArthur, Senator Bill Hickman, Representative David Clark, City Manager Gary Esplin, and the media. He also met with several local businesses to promote successful hiring of deaf and hard of hearing people.

Since the program opened its doors, an average of 105 individuals have come to the office monthly. People with hearing loss come for a variety of services such as classes, workshops, help with assistive technology, demonstrations, use of the Sorenson video phone, and case management. Thirty-five workshops and/or classes have been held based on interest surveys. Social events are also held monthly. This program was established because deaf advocates in the St. George area told their state legislators about their needs. Their patience and persistence paid off—they now have a service program of their own. Since Washington County is the second-fastest-growing county in the United States, this program has opened its doors at the right time and place.

## **ACCOMPLISHMENTS**

### **Interpreter Program**

This program has the responsibilities for evaluating, training and certifying interpreters for the deaf for the State of Utah, as well as providing interpreter services for the Utah State Office of Rehabilitation. During the past year, 2,590 hours of evaluation of

interpreter skills were provided. The following certification tests were administered:

- ▶ 111 written
- ▶ 61 Novice level
- ▶ 91 Intermediate level
- ▶ 6 Master level
- ▶ 103 temporary permits
- ▶ 3 cued speech

The center has an interpreter lab where individuals practiced their interpreter skills for a total of 1,020 hours. Twelve interpreter training workshops were provided to assist individuals to improve their skills to maintain current certification or prepare for the next level of certification.

### **Outreach and Assistive Technology Program**

The Outreach and Assistive Technology program provided services to 4,146 individuals. Examples of services include trial use of technology through the demonstration lab, training about the needs of individuals who are deaf or hard of hearing for businesses and other governmental agencies, booths at relevant information fairs, demonstrations of hearing-assistive technology groups, evaluations of technology needs at the homes of deaf and hard of hearing people, and installation and repair of assistive technology.

### **Deaf Programs**

Sixty-three volunteers were trained to assist with a variety of programs at the center. An average of 70 deaf senior citizens participated in senior programs each week. Examples of activities include e-mail training, card games, and community tours.

Monthly social support and training activities were attended by 42 individuals who are deaf or hard of hearing and have additional disabilities. Activities included training on technology use, performing community service, attending community events, and an annual camp activity at the National Ability Center.

Youth activities were attended by 286 participants in the Parent-Infant Program Day Camp held at our facility, family movie night, and the annual Surprise Egg Hunt.

To advance the leadership and advocacy effort in the deaf and hard of hearing community, intensive leadership training was provided to 271 deaf and hard of hearing adults.

### **Deaf Programs (Continued)**

Liaison activities occurred at least monthly with the Utah Schools of the Deaf and the Blind, Utah Association for the Deaf, Association of Late Deafened Adults, Legislative Coalition for People with Disabilities, Governor's Council for People with Disabilities, Utah Transit Authority, Jean Massieu School for the Deaf, and senior citizen and independent living centers.

### **Hard of Hearing Program**

Adjustment training and support services were provided to 312 hard of hearing adults. Examples of support given include one-on-one case management, assistive technology counseling, information and referral, and living with hearing loss classes for hard of hearing individuals and their families. Four speechreading, cochlear implant, and other hearing loss-related classes were provided to 57 individuals in southern Utah.

*Deaf & Hard of Hearing Program*



### **Mental Health Counseling/ Independent Living**

- ▶ Mental health and case management services were provided to 336 clients who are deaf or hard of hearing.
- ▶ 870 hours of therapy were provided.
- ▶ Case management staff members provided 1,723 service hours, including counseling, referrals, creating treatment plans, and coordinating services. An additional 1,216 hours were spent providing outreach education, developing materials, and creating more resources in the community.
- ▶ Independent living training was provided to 22 individuals through a peer counselor housed at the center. Training included such things as writing skills, how to ride public transportation, cooking, and using new technology such as e-mail.
- ▶ Legal clinics organized by the individualized service staff provided legal service to 61 individuals who are deaf or hard of hearing.

### **Adult Education Classes**

Fifty-one adult education classes and workshops were attended by 627 individuals in northern Utah. Classes included American Sign Language and conceptually accurate signed English, financial planning, computer skills, speech reading, parenting, and legal rights of employees who are deaf or hard of hearing. In southern Utah, 21 job-seeking and health and nutrition classes were attended by 255 participants.



### **Social and Recreational Activities**

Participants in social and recreational activities totaled 12,249. This number includes all activities at the center planned by the deaf and hard of hearing community, as well as the annual bazaar. This count provides a duplicated count of all individuals coming to the center for a variety of reasons.

Three Utah women shared their perspectives about community education classes at the Sanderson Center. There are community colleges, libraries, and recreation centers that provide adult education classes, but very often the information offered at these places is not readily accessible to deaf and hard of hearing individuals. Many sites do not provide interpreters or other accommodations, and many people are not familiar with the type of accommodations needed to break down communication barriers. This is where the Division of Services to the Deaf and Hard of Hearing's (DSDHH's) adult community education program succeeds. One of the major goals of this program is to provide individuals who are deaf or hard of hearing with educational opportunities in a barrier-free environment.

Another major goal of the adult community education program at the Sanderson Center is to provide opportunities that enhance or maintain the skills necessary for individuals who are deaf or hard of hearing to fully participate in their employment, family, and community. The following paragraphs give examples of community members who have been able to benefit from the community education program in terms of acquiring or maintaining the skills needed to fully participate in their employment, family, and community.

**Linda Berness** is a deaf resident of Murray. She is grateful for the Sanderson Center because it is a place where communication comes naturally, and where information is readily accessible. When asked about classes at the Sanderson Center, Linda responded that she felt comfortable attending the classes, because most classes are small, which allows people to ask questions. This type of personalized instruction makes up for a lack of incidental learning that those in the hearing world often take for granted. If classes are not taught in ASL, interpreters or other accommodations are provided. All who attend are able to converse with one another, whereas in classes elsewhere, a participant who is deaf or hard of hearing may feel isolated due to communication barriers. A barrier-free environment is conducive to learning.

**Lisa Roush** of Sandy loves to learn and truly values education. She graduated with an AA degree from Salt Lake Community College, and recently received a BA degree from the University of Utah. She would love to go back to school someday. In the meantime, she attends community education classes at the Sanderson Center. When a PowerPoint class was offered at the Sanderson Center, Lisa jumped at the chance to attend, because she had a school assignment involving a PowerPoint presentation. The end result was success—Lisa's school teacher was impressed with her presentation and gave her 110 points out of a possible 100. Other classes Lisa has enjoyed include a class on healthy eating, exercise, and building relationships. The information she has gleaned from classes at the Sanderson Center has practical applications in her everyday life.

**Sue Gregory** lives in Logan and credits the community education classes at the Sanderson Center with empowering her to receive equal opportunities in the workplace. Sue says she was "railroaded" out of a job and subsequently filed discrimination charges. An investigation ensued, and the findings were in Sue's favor. Sue asserts that the whole matter would not have been settled if she hadn't attended a class about the Americans with Disabilities Act (ADA) at the Sanderson Center. During class, Sue received information that allowed her to take the appropriate steps to resolve this conflict. As a direct result of the ADA class, Sue replaced false hopes, confusion, and anxiety with confidence because she was armed with information and was able to plan the entire process. Community education classes enhanced the quality of Sue's life by empowering her to gain financial independence through employment.

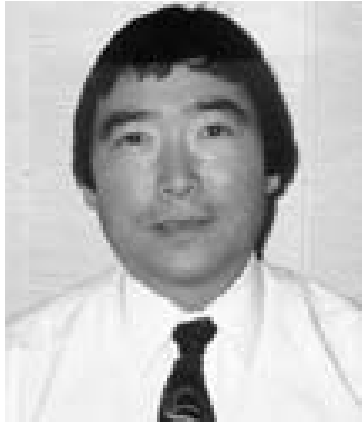
In summary, the adult community education program at the Sanderson Community Center of the Deaf and Hard of Hearing has succeeded in fulfilling its goals for the community. As a side benefit, these classes are providing opportunities for members of the community to become leaders themselves. The hope is that community members will hold the adult community education classes in high regard and view them as one of the best prospects for lifelong learning.

*Deaf & Hard of Hearing Program*

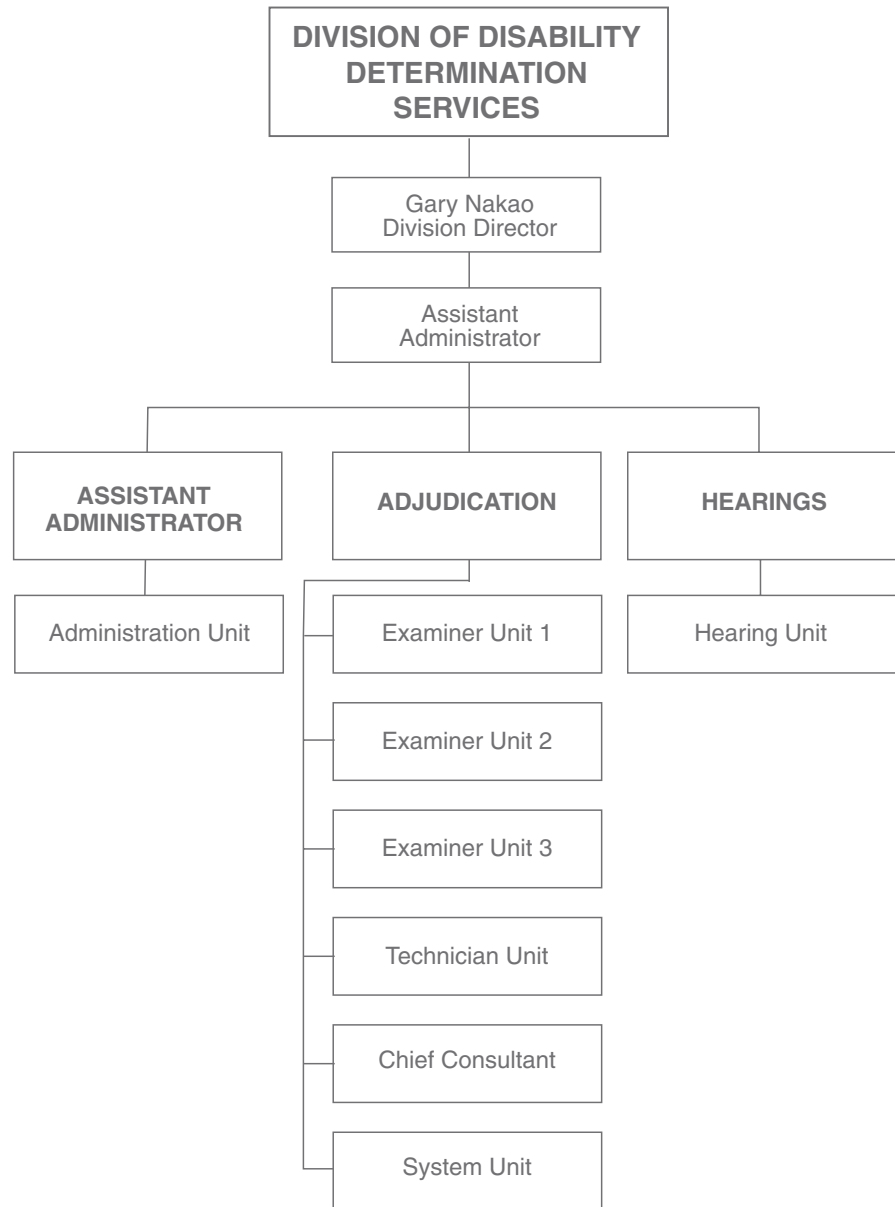


# Disability Determination Services

DIVISION OF



Gary Nakao  
*Division Director*



# Disability Determination Services

DIVISION OF

**Mission: To make accurate and timely decisions on whether applicants meet the requirements for social security disability benefits.**

The Division of Disability Determination Services (DDS) is a state-administered federal program that develops, adjudicates, and processes disability claims of Utah residents for social security disability benefits. DDS performs its work under federal rules and regulations for two national disability programs, Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI).

## ACCOMPLISHMENTS

### Initial Backlog Eliminated

Last year about this time, there were approximately 1,800 unassigned cases because of an unusually large number of cases (1,000 more than normal) received in May 2003, and because of the turnover of nine examiners during the year. The Executive Director of the State Office of Rehabilitation, Dr. Blaine Petersen, was ultimately able to secure outside assistance from the Federal Disability Determination Services and the Federal Flexible Disability Unit, both in Baltimore, Maryland. Thanks to the extra assistance, together with the hard work of DDS staff and the support of the Regional Office, the backlog was eliminated by April 2005. In fiscal year 2005, DDS received 16,651 applications with 17,655 cases adjudicated.

### Electronic Processing of Disability Claims

By the end of November 2005, all DDS examiners and medical consultants will be trained to adjudicate claims electronically. The Utah DDS is scheduled to conduct a review of the electronic process by the Social Security Administration (SSA) at the Utah DDS in January 2006, and anticipates having the electronic record become the official record of the Utah DDS beginning in May 2006.

### DDS Employees Recognized by SSA

Moving to an electronic process for the disability program has been a priority for the Social Security Administration since Social Security Commissioner JoAnn Barnhart indicated that electronic processing was critical to improving the program. At a meeting of the DDS Administrators in our Region VIII during the last week of June 2005, the Regional Commissioner, James Everett, recognized key individuals in each of the six DDSs who had contributed to the early implementation of electronic processing. Recognized with a certificate and an agency plaque engraved with their names were Ruth Christilaw, Shirley Bryan, Judy Reep, Kynda Richardson, Paul Clingo, Kirk Lima, Dave Carlson, Rosanne Pitt, Holly Carson, Gary Bird, Lori Jensen, Betty Thatcher, Gradi Jordan, Melinda Dean, Dr. Dennis Taggart and Dr. John Hardy.

### **DDS Advisory Council**

Our nine-member DDS Advisory Council continues to provide a valuable source of input and feedback on how DDS is doing in serving the public. Additionally, each of the nine members and alternates also provides a source of factual information about the program to the different segments of the public or agencies they represent. The Advisory Council was established by state statute in 1994 and is celebrating its eleventh birthday.

### **Impact on Utah's Citizens and Economy**

As of June 2005, there were 36,700 Social Security Disability Insurance beneficiaries in Utah receiving a total of \$27,090,000 a month. This represents an increase of 1,600 beneficiaries from last year, and almost \$2,530,000 paid more per month. As of June 2005, there were 19,014 Supplemental Security Income beneficiaries in Utah receiving a total of \$7,820,000 a month. This represents an increase of 496 beneficiaries over June 2004 and a total increase of \$410,000 per month compared to a year ago. As the data indicates, the disability program is having a large impact on Utah's citizens and Utah's economy.

## UTAH STATE OFFICE OF REHABILITATION

# Office Locations

### UTAH STATE OFFICE OF REHABILITATION

#### ADMINISTRATION OFFICE

250 East 500 South  
P.O. Box 144200  
Salt Lake City, UT 84114-4200  
(801) 538-7530/1-800-473-7530

### DIVISION OF REHABILITATION SERVICES

#### ADMINISTRATION OFFICE

250 East 500 South  
P.O. Box 144200  
Salt Lake City, UT 84114-4200  
(801) 538-7530/1-800-473-7530

#### NORTHERN UTAH DISTRICT

150 North Washington Blvd.  
Ogden, UT 84404-3952  
(801) 395-6310/1-800-560-4672  
Voice/TTY

#### BRIGHAM CITY OFFICE

695 South Main, Suite #4  
Brigham City, UT 84302-3200  
(435) 734-9408/1-800-559-9408  
Voice/TTY

#### LOGAN OFFICE

115 W. Golf Course Road #D  
Logan, UT 84321-5984  
(435) 787-3480/1-800-560-9766  
Voice/TTY

#### OGDEN-DAVIS DISTRICT

1140 36th Street #150  
Ogden, UT 84403-2050  
(801) 395-7020 Voice/TTY

#### SOUTH DAVIS OFFICE

150 North Main, Suite 103  
Bountiful, UT 84010  
(801) 296-1293 Voice/TTY

#### LAYTON OFFICE

2984 North 400 West, Suite A  
Layton, UT 84041-1344  
(801) 776-5951 Voice/TTY

#### CLEARFIELD OFFICE

1290 East 1450 South

Clearfield, UT 84015

(801) 776-7802 Voice/TTY

#### SALT LAKE DOWNTOWN DISTRICT

660 South 200 East, Suite 400  
Salt Lake City, UT 84111-3844  
(801) 238-4560 Voice/TTY

#### REDWOOD OFFICE

1595 West 500 South  
Salt Lake City, UT 84104-5238  
(801) 887-9500 Voice/TTY

#### VALLEY WEST DISTRICT

2964 West 4700 South, Suite 102  
Salt Lake City, UT 84118-2558  
(801) 957-8200 Voice/TTY

#### TOOELE OFFICE

982 North Main  
Tooele, UT 84074-1616  
(801) 882-1086/1-800-734-1086  
Voice/TTY

#### SOUTH VALLEY DISTRICT

926 West Baxter Dr. (10600 So.)  
South Jordan, UT 84095-8687  
(801) 446-2560/1-800-625-7519  
Voice/TTY

#### HEBER CITY OFFICE

175 North Main #204  
Heber City, UT 84032-1622  
(435) 657-0629/1-800-337-2142  
Voice/TTY

#### ROBERT G. SANDERSON COMMUNITY CENTER OF THE DEAF AND HARD OF HEARING—VR PROGRAM

5709 South 1500 West  
Salt Lake City, UT 84123-5217  
(801) 263-4860  
(801) 263-4861  
1-877-860-4861 Voice  
1-800-860-4860 VP/TTY

**PROVO DISTRICT**

150 East Center, Suite 3300  
Provo, UT 84606-3157  
(801) 374-7724/1-800-662-6539  
Voice/TTY

**AMERICAN FORK OFFICE**

64 South 360 East  
American Fork, UT 84003-2590  
(801) 772-0793 Voice/TTY

**PAYSON OFFICE**

910 East 100 North, #215  
Payson, UT 84651-1606  
(801) 465-8384 Voice/TTY

**EASTERN UTAH DISTRICT**

662 West Price River Drive  
Price, UT 8450-2839  
(435) 636-2820/1-800-491-7734  
Voice/TTY

**VERNAL OFFICE**

1680 West Hwy. 40, #106D  
Vernal, UT 84078-4135  
(435) 789-0273/1-800-286-0273  
Voice/TTY

**ROOSEVELT OFFICE**

1100 East Lagoon  
Roosevelt, UT 84066-3099  
(435) 722-3573 Voice/TTY

**BLANDING OFFICE**

212 North Main Street  
Blanding, UT 84511-3600  
(435) 678-2511/1-800-531-9912  
Voice/TTY

**MOAB OFFICE**

125 West 200 South  
Moab, UT 84532  
(435) 259-4635 Voice/TTY

**SOUTHERN UTAH DISTRICT**

925 South Main  
Cedar City, UT 84720  
(435) 586-9995  
1-800-281-9945 Voice/TTY

**DELTA OFFICE**

520 East Topaz Blvd., #109  
Delta, UT 84624-4106  
(435) 864-2509/1-800-531-9914  
Voice/TTY

**RICHFIELD OFFICE**

1158 South Highway 118  
Richfield, UT 84701-3116  
(435) 896-1470/1-800-953-6479  
Voice/TTY

**ST. GEORGE OFFICE**

1067 East Tabernacle, #10  
St. George, UT 84770  
(435) 673-5091/1-800-281-5091  
Voice/TTY

**MANTI OFFICE**

55 South Main, #2  
Manti, UT 84642-1332  
(435) 835-0750/1-800-531-9913  
Voice/TTY

**VOCATIONAL EVALUATION SERVICES**

1595 West 500 South  
Salt Lake City, UT 84104-5238  
(801) 887-9515 Voice/TTY

**OGDEN VOCATIONAL EVALUATION SERVICES**

150 North Washington Blvd.  
Ogden, UT 84404-3952  
(801) 395-6310 Voice/TTY

**PROVO VOCATIONAL EVALUATION SERVICES**

150 East Center, Suite 3300  
Provo, UT 84606-3157  
(801) 374-7724/1-800-662-6539  
Voice/TTY

**UTAH CENTER FOR ASSISTIVE TECHNOLOGY**

1595 West 500 South  
Salt Lake City, UT 84104-5238  
(801) 887-9539/1-888-866-5550  
Voice/TTY

**COMPUTER CENTER FOR CITIZENS WITH DISABILITIES**

1595 West 500 South  
Salt Lake City, UT 84104-5238  
(801) 887-9380 Voice/TTY

**INDEPENDENT LIVING REHABILITATION PROGRAM**

250 East 500 South  
P.O. Box 144200  
Salt Lake City, UT 84114-4200  
(801) 538-7589/1-800-473-7530  
Voice/TTY

**EMPLOYMENT RESOURCE CENTER**

1595 West 500 South  
Salt Lake City, UT 84104-5238  
(801) 887-9530  
(801) 887-9500 TTY

**BENEFITS PLANNING, ASSISTANCE AND OUTREACH PROGRAM**

1595 West 500 South  
Salt Lake City, UT 84104-5238  
(801) 887-9394 or 887-9391/(801) 887-9500 TTY

**GOVERNOR'S COMMITTEE ON EMPLOYMENT OF PEOPLE WITH DISABILITIES**

1595 West 500 South  
Salt Lake City, UT 84104-5238  
(801) 887-9392 Voice/TTY

*Office Locations*

## **DIVISION OF DISABILITY DETERMINATION SERVICES**

P.O. Box 144032  
Salt Lake City, UT 84114-4032  
(801) 321-6500 Voice/TTY

## **DIVISION OF SERVICES FOR THE BLIND AND VISUALLY IMPAIRED**

### **ADMINISTRATION OFFICE**

250 North 1950 West, Suite B  
Salt Lake City, UT 84116-7902  
(801) 323-4343/1-800-284-1823  
(801) 323-4395 TTY

### **TRAINING AND ADJUSTMENT SERVICES**

250 North 1950 West, Suite B  
Salt Lake City, UT 84116-7902  
(801) 323-4348

### **LOW VISION AND OUTREACH SERVICES**

250 North 1950 West, Suite B  
Salt Lake City, UT 84116-7902  
(801) 323-4373

### **VOCATIONAL REHABILITATION SERVICES**

250 North 1950 West, Suite B  
Salt Lake City, UT 84116-7902  
(801) 323-4374

### **PROVO VOCATIONAL REHABILITATION SERVICES**

150 East Center, #3300  
Provo, UT 84606-3157  
(801) 374-7705/1-800-662-6539

### **OGDEN VOCATIONAL REHABILITATION SERVICES**

150 North Washington Blvd.  
Ogden, UT 84404-3952  
(801) 395-6322/1-800-950-8824

### **ST. GEORGE VOCATIONAL REHABILITATION SERVICES**

515 West 300 North, Suite B  
St. George, UT 84770-4578  
(435) 986-0055

## **DIVISION OF SERVICES TO THE DEAF AND HARD OF HEARING**

### **ADMINISTRATION OFFICE**

5709 South 1500 West  
Salt Lake City, UT 84123-5127  
(801) 263-4860/(801) 263-4861  
1-800-860-4860 Voice  
1-877-860-4861 VP/TTY

### **ROBERT G. SANDERSON COMMUNITY CENTER OF THE DEAF AND HARD OF HEARING**

5709 South 1500 West  
Salt Lake City, UT 84123-5217  
(801) 263-4860  
(801) 263-4861  
1-800-860-4861 Voice  
1-877-860-4860 VP/TTY

### **INTERPRETER PROGRAM**

5709 South 1500 West  
Salt Lake City, UT 84123-5217  
(801) 263-4870 Voice/VP/TTY

### **INDIVIDUALIZED SERVICE PROGRAM**

5709 South 1500 West  
Taylorsville, UT 84123-5217  
(801) 263-4861 Voice  
(801) 263-4860 VP/TTY

### **OUTREACH AND TECHNOLOGY PROGRAM**

5709 South 1500 West  
Taylorsville, UT 84123-5217  
(801) 263-4861 Voice  
(801) 263-4860 VP/TTY

### **SOUTHERN UTAH SERVICES TO THE DEAF AND HARD OF HEARING**

1067 East Tabernacle #9  
St. George, UT 84770  
(435) 673-8974 Voice/VP/TTY or  
(435) 673-8983 TTY/VP

*Office Locations*



**UTAH STATE OFFICE OF REHABILITATION**  
**Blaine Petersen, Executive Director**

**Inquiries may be addressed to:**  
**Utah State Office of Rehabilitation**  
**250 East 500 South/P.O. Box 144200**  
**Salt Lake City, UT 84114-4200**  
**(801) 538-7530 or (800) 473-7530 Voice/TDD**

